

# Welcome to Advantage Dollars

Get the most of your benefits by using your Advantage Dollars card. Your Advantage Dollars allowance can buy a variety of eligible over-the-counter products, such as oral care, skin and sun care, digestive aids, vitamins, first aid supplies, and allergy and sinus medications. Healthy food items are also available for qualified members who have been diagnosed with certain chronic conditions.\*



2025

READY  
TO HELP



## One card. Thousands of eligible items.

Your allowance is **between \$50 and \$95** per quarter depending on your plan. For the most up-to-date information about your benefit, visit [www.bcbsm.com/medicareetc](http://www.bcbsm.com/medicareetc). There you'll find general information and can log in to your online member account to check your account balance and look up eligible items.

Your card will be reloaded on the first day of January, April, July and October.

Any allowance left on your card at the end of each quarter won't roll over, so be sure to use all of it before the end of each quarter.

## Using Advantage Dollars is simple



First, visit a participating store or shop online or by catalog.



Next, choose the items you'd like.



Finally, use your Advantage Dollars card to pay. You'll need to use another form of payment if your purchase is more than the balance on your card.

*\*The food benefit described is Special Supplemental Benefits for the Chronically Ill. Those with qualifying chronic conditions can purchase food items with your allowance. Qualifying chronic conditions include hypertension, diabetes, chronic cardiovascular disorders, chronic lung disorders, and chronic heart failure. Other qualifying conditions may apply. Eligibility for this benefit cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. Your plan will notify you when you're eligible. For details, please contact us.*

## Popular, participating retailers



### In-store retailers



### Online retailers



For a full list of retailers, go to [www.bcbsm.com/medicareotc](http://www.bcbsm.com/medicareotc), click *Advantage Dollars OTC Account* and log in to your member account. Then click *Find a Retailer*.

## Other ways to shop



**Order by mail:** Request a catalog with a selection of OTC items from Convey by calling **1-855-856-7878** from 8 a.m. to 11 p.m. Eastern time Monday through Friday. TTY users, call **711**. Complete and return the catalog's order form to receive your items by mail. Allow at least two weeks before the end of the quarter for your order to apply to that quarter. The total will be applied to the quarter your order form is received.



**Order by phone:** To place an order with Convey, call **1-855-856-7878** from 8 a.m. to 11 p.m. Eastern time Monday through Friday. TTY users, call **711**. Items will be mailed to you.

## Your secure member account: Access online or by mobile app

You can check your account balance, order from online retailers, and find eligible items and participating retailers from your secure online member account.

- **Visit [www.bcbsm.com/medicareotc](http://www.bcbsm.com/medicareotc)** and click *Advantage Dollars OTC Account*. Use your Blue Cross member login or follow the *Not registered yet* instructions if you need to set up your account.
- **Download the OTC Network®** mobile phone app to track your balance. You'll be asked to provide your Advantage Dollars card number, so make sure you have it handy.



If you have questions, call Customer Service at the number on the back of your Blue Cross member ID card.

*Blue Cross Blue Shield of Michigan and Blue Care Network contract with InComm to administer over-the-counter benefits to their Medicare Plus Blue PPO<sup>SM</sup> and BCN Advantage HMO-POS<sup>SM</sup> and HMO<sup>SM</sup> members. The OTC Network is a registered trademark of InComm. Convey is an independent company not associated with Blue Cross Blue Shield of Michigan or Blue Care Network. Retailers are retained by InComm. Other Pharmacies are available in our network, but might not participate in this program.*

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**Blue Cross  
Blue Shield  
Blue Care Network**  
of Michigan